

1997-99 Performance Progress Report

For Quarter Ending June 1999

Agency 111

Department of Personnel

Mission

The mission of the Department of Personnel is to support and facilitate state government's efforts to attract, develop, and retain a productive and diverse workforce that is capable of delivering quality services to the citizens of Washington State.

Goal Support workplace fairness and productivity by providing neutral dispute resolution services for collective bargaining related matters; and prompt, fair hearings of personnel issues.

Performance Measure Percentage of grievances resolved through mediation

Outcome	Fiscal Year 1998				Fiscal Year 1999			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				70%				70%
Actual				72.2				71%
Date Measured								

Goal Provide training, development, and employee assistance services to enhance the skills, knowledge, and productivity of the state government workforce.

Performance Measure By survey, percentage of customer's who are satisfied with Employee Advisory Services

Outcome	Fiscal Year 1998				Fiscal Year 1999			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				90%				91%
Actual				93%				97%
Date Measured	6/30/97			6/30/98				6/30/99

Goal Develop, maintain, and administer informaiton services on the appropriate computing platform to provide accurate and timely payroll warrants and human resoruce information.

Performance Measure Number of agencies using the HR Data Warehouse to obtain needed HR information

Efficiency	Fiscal Year 1998				Fiscal Year 1999			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				22				40
Actual				18				35
Date Measured	6/30/98				6/30/99			